

Living Ambitions Limited

Riverswey

Inspection report

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Ratings

Overall rating for this service

Good ●

Is the service well-led?

Good ●

Summary of findings

Overall summary

We inspected this service on 15 February 2017. The inspection visit was announced.

Riverswey provides accommodation and personal care for up to three people with learning disabilities. There were three people using the service at the time of our visit. The people are supported with a full range of tasks, including maintaining their health and well-being, personal care, support with nutrition and social activities.

This was a focused inspection following the last inspection in April 2016. Despite being awarded an overall rating of 'Good' during the last inspection we found a breach in Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This follow up inspection on 15 February was a focused inspection to check if the service was well led.

On the day of inspection we met the registered manager. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Despite people saying that they were happy with their support there were mixed views from staff about the management and leadership of the home.

Improvements had been made to the auditing processes at the home with the implementation of a health and safety audit and monthly workbook.

Half the staff we spoke to felt supported by management. Half raised concerns about the amount of time the registered manager was able to spend at the home. The registered manager was managing two homes. We were told this led to staffing issues not being addressed effectively due to lack of managerial presence at the home. We have recommended that there is more managerial oversight at the service.

People were involved in the running of the service. Staff understood and worked in line with the vision and values of the home to ensure people received the care they needed.

The registered manager understood their responsibilities and notified CQC of any significant events at the home.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service well-led?

Good ●

The service was well led.

There were quality assurance systems to monitor the support being provided to people.

Half the staff said they felt support by management. The other half raised concerns about the effectiveness of the management of the home.

People were involved in the running of the service.

Staff knew and understood the organisational values which were reflected in the support we observed.

Riverswey

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection took place on 17 February 2017 and was announced. The provider was given 24 hours' notice because the home is small and we needed to be sure someone would be available to meet with us. This inspection was carried out by one inspector.

As this was a focused inspection the provider was not asked to complete a Provider Information Return (PIR) before this inspection. This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make.

We reviewed the information we held about the service. We looked at information received from relatives, social workers and commissioners and in the statutory notifications we had received during the previous 12 months. A statutory notification is information about important events which the provider is required to send to us by law.

During our inspection we spoke with 3 people, the registered manager and four members of staff. We reviewed two people's care plans, to see how their care and support was planned and delivered. We reviewed records of the checks the management team made to assure themselves people received a quality service.

Is the service well-led?

Our findings

People spoke of the service fondly and said they were happy with their support and interacted well with the registered manager.

During the last inspection we found that effective systems were not fully in place to ensure that the quality of the service was assessed, monitored and improved. We found shortfalls with health and safety checks and found the registered manager was not using systems to drive improvement at the home. This meant that people were at risk because the safety and quality of the service was not always being appropriately audited. During this inspection we found improvements had been made in this area with the implementation of a health and safety audit and a monthly manager's workbook.

During this inspection we found that the care and support provided to people was regularly monitored. The registered manager completed a monthly manager's workbook, which was used to audit numerous aspects of the service, including safeguarding, complaints, accidents and incidents, medicines, mental capacity, care documents, recruitment and staffing.

Since the last inspection the registered manager had implemented a 'Registered Manager's Check', which was a monthly health and safety audit of the home. This ensured that the registered manager had an oversight of the health and safety of people within the home. We saw that when areas of improvement had been identified then the necessary action was taken. For example, when it was noticed that the contents of the first aid box was not being audited then a monthly check was put in place. This ensured that people had access to the necessary first aid equipment if and when needed.

The registered manager also informed us that people received a 'Keyworker Check'. A keyworker is a member of the support team who takes a lead on the support provided to a person. These checks covered areas such as the cleanliness of people's rooms and whether people had enough toiletries. These checks also covered whether people's paperwork was in a good order and whether diary evaluation on support provided had been written.

During the last inspection we found shortfalls with the support provided to staff through management supervisions. During this inspection we saw paperwork indicated that staff received formal support through supervision, appraisals and 'Formal Discussions'. Despite this there was mixed views from staff on whether they received effective support from management. One member of staff said, "I do feel supported in my role. If I have any issues and concerns I discuss them with my manager." Another member of staff said, "It's very nice to work here. I feel supported." Despite these two other members of staff felt unsupported in their roles within the home, which they said was linked to the limited time the manager spent at the service and the divided culture of the team.

The registered manager managed two homes for the provider. Staff had mixed views on how much time she spent at Riverways and the impact this had on the support provided to people. Two members of staff praised the manager. One of them said she is, "The best thing about Riverswey." Another member of staff

said that they can always contact her when she is not at the home. Two other members of staff shared concerns about the amount of time the registered manager spent at Riverswey. One member of staff said, "Managing two services is impossible. X is a good manager but it's way too much to lead." This member of staff went on to say "Although the manager can be very understanding and helpful I feel Riverwey is left. The staff run Riverswey." Two members of staff spoke of a divided team culture because issues were not addressed and there was a lack of managerial oversight. They both said this affected the support being provided to people. Despite this on the day of inspection we did not observe any negative impact on people.

The registered manager and staff knew people well and we observed people respond well to them. The registered manager told us about the home's mission and values of 'delivering the highest standard of care by upskilling staff.' The registered manager explained that they had achieved their goal of every member of staff achieving a diploma in health and social care. The registered manager said this was something they were very proud of achieving. Staff we spoke to understood the values and ensured people received the care they needed. A member of staff said, "We are here to improve their lives and help them achieve their goals."

People were involved in the running of the service. We saw that people were involved in the recruitment of staff as they were part of the interview panel and could ask questions to candidates. People were involved with the transition of a new resident by giving feedback after meeting and spending time with them. We also saw that during the residents meeting in December people were involved in the organisation of the Christmas celebrations, which they were all excited about.

The registered manager understood their legal responsibilities. They sent us notifications about important events at the service, which ensured CQC could monitor and regulate the service effectively